

PATENT



Docket No. BRUNO 20-21-26-22-11 (2455-4447)

5/10 AM  
R. Williams  
4/2/01

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: R.F. Bruno et al.

Serial No.: 09/071,021 Group Art Unit : 2738

Filed : May 1, 1998 Examiner: Joseph Logsdon

For: SHARING OF VOICE-SWITCHED NETWORK AND INTERNET  
RESOURCES FOR INTELLIGENT SESSION PROCESSING

Assistant Commissioner for Patents  
Washington, D.C. 20231  
Box AF

**RECEIVED**

MAR 29 2001

Technology Center 2600

**AMENDMENT**

Sir:

In response to the Final Office Action dated December 21, 2000, please amend the above-identified application as indicated below. While no extension of time is believed necessary as this amendment is being filed on March 21, 2001, should an extension be required to make the filing of this paper timely, such extension is hereby petitioned. Please charge any other fees necessitated by this Amendment to our Deposit Account No. 13-4500 (Order No. 2455-4447).

**IN THE CLAIMS**

Please amend claims 1 and 11 as follows:

*Sub  
CV  
B*  
1. (Two Times Amended) A method for connecting a call to one of a plurality of agents in a call center that is connected to disparate telecommunications networks, the method comprising the steps of:

receiving a query from one of a plurality of telecommunications networks regarding whether at least one agent, among the plurality of agents, is available, each

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03/28/2001 RHMARIS1 00000083 134500 09076021  
01 FC:102 80.00 CH  
02 FC:103 36.00 CH

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AF/2738  
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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): R.F. Bruno et al

Group Art Unit: 2738

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MAR 26 2001

Examiner:

MAR 29 2001

Filed: May 1, 1998

Joseph Logsdon  
Technology Center 2600

For: SHARING OF VOICE-SWITCHED NETWORK AND INTERNET RESOURCES  
FOR INTELLIGENT SESSION PROCESSING

**CERTIFICATE OF MAILING (37 C.F.R. §1.8(a))**

Assistant Commissioner for Patents

Washington, D.C. 20231

**Box AF**

Sir:

I hereby certify that the attached:

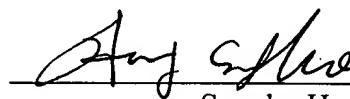
1. Amendment;
2. Amendment Fee Transmittal; and
3. Return receipt postcard

along with any paper(s) referred to as being attached or enclosed and this Certificate of Mailing are being deposited with the United States Postal Service on date shown below with sufficient postage as first-class mail in an envelope addressed to the: Commissioner for Patents, Washington, D.C., 20231.

Respectfully submitted,  
MORGAN & FINNEGAN, L.L.P.

Dated: March 21, 2001

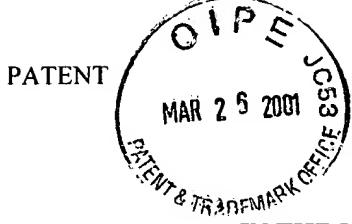
By:

  
Sungho Hong

**Correspondence Address:**

MORGAN & FINNEGAN, L.L.P.  
345 Park Avenue  
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(212) 758-4800 Telephone  
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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: R.F. Bruno et al.  
Serial No.: 09/071,021

Group Art Unit : 2738

Filed : May 1, 1998 Examiner: Joseph Logsdon

For: SHARING OF VOICE-SWITCHED NETWORK AND INTERNET RESOURCES FOR  
INTELLIGENT SESSION PROCESSING

Assistant Commissioner for Patents  
Washington, D.C. 20231  
Box AF

**AMENDMENT FEE TRANSMITTAL**

RECEIVED

Sir:

MAR 29 2001

Transmitted herewith is an Amendment for the above-identified application.

## Technology Center 2600

No additional fee is required.

[X] The additional fee has been calculated as shown below:

CLAIMS AS AMENDED

Claims Remaining After Amendment	Highest No. Covered by Previous Payments	Present Rate	Additional Fee
	Extra		

Total Claims \* 22 - 20 = 2 x \$18.00 \$ 36.00

**Independent  
Claims** 4 - 3 = 1 x \$80.00 \$ 80.00

Multiple (If claims added by amendment include  
Dependent      Multiple Dependent Claim(s) and there  
Claim(s) was no Multiple Dependent Claim(s) in

\$

**Includes all independent and single dependent claims and all claims referred to in multiple dependent claims. See 37 C.F.R. § 1.75(c).**

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application before amendment add  
\$270.00 to additional fee.)

Total: \$ 116.00

Statement of "Small Entity" Status Under 37 CFR § 1.27 filed \_\_\_\_\_ Reduced Fees  
Under 37 CFR § 1.9(f) (50% of total) paid herewith. \$ \_\_\_\_\_

Charge fee to Deposit Account No. 13-4500. Order No. 2455-4447.  
A DUPLICATE COPY OF THIS SHEET IS ATTACHED.

The Assistant Commissioner is hereby authorized to charge any additional fees which may be required for  
this amendment, including all fees pursuant to 37 C.F.R. § 1.17 for its timely consideration, or credit any  
overpayment to Deposit Account No. 13-4500. Order No. 2455-4447.  
A DUPLICATE COPY OF THIS SHEET IS ATTACHED.

\_\_\_\_ Page(s) of substitute Sequence Listing

\_\_\_\_ Computer disk(s) containing substitute Sequence Listing

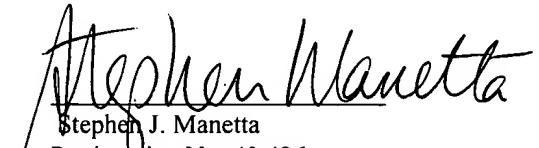
Statement under 37 C.F.R. § 1.825(b) that the computer and paper copies of the substitute Sequence Listing  
are the same.

A check in the amount of \$ \_\_\_\_\_ to cover the filing fee is attached.

Respectfully submitted,

MORGAN & FINNEGAN, L.L.P.

By:

  
Stephen J. Manetta  
Registration No. 40,426

Dated: March 21, 2001

CORRESPONDENCE ADDRESS:

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(212) 758-4800  
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FORMS: AMD-TRAN.NY  
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